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Kansas Eligibility Enforcement System (KEES)
Phase 2 Overview

House Social Services Budget Committee
March 7, 2017

KDHE Programs included in KEES

- Children's Health Insurance Program (CHIP)
- Medicaid – Modified Adjusted Gross Income (MAGI)
- Medicaid – Elderly and Disabled

KEES Benefits

- MAGI Eligibility Determination
- Self Service Portal
- Electronic Verifications
- Integration with Federally Facilitated Marketplace for Insurance (FFM)
- Consistent Determination of Eligibility

KEES Benefits

- Automated Correspondence
- Reduced Fraud
- Business Efficiency
- Presumptive Eligibility
- Document Imaging

Project Implementation Timeline

- October 2010 – Medical Eligibility RFP issued
- August 2011 – Contract signed with Accenture
- July 2012 – Customer Self Service Application Portal implemented
- July 2012 – Presumptive Eligibility Portal for Pregnant Women and Children implemented

Project Implementation Timeline

- November 2014 – FFM open enrollment service implemented
 - July 2015 – KEES Medical Eligibility System production implementation
 - July 2015 – Presumptive Eligibility Portal for Hospital PE added
 - To date, 17 post-implementation releases with enhances and defect fixes implemented
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KEES Expenditures

| KEES | Actuals thru Sept 2016 | Expenditures Oct 2016 - Jan 2017 | Actuals thru Jan 2017 | Original Estimate |
|---|---------------------------|--|--------------------------|-------------------|
| KEES Design, Development, & Implementation (Original Scope) | | | | |
| KMED DDI | 110,396,281 | | 110,396,281 | 98,968,550 |
| Avenues | 45,335,974 | 3,849,966 | 49,185,939 | 39,022,602 |
| KEES Design, Development, & Implementation Total | 155,732,255 | 3,849,966 | 159,582,220 | 137,991,152 |
| Other (Out-of-Scope) | | | | |
| APD46 | 3,421,200 | | 3,421,200 | |
| ERO | 284,044 | 713,212 | 997,256 | |
| KMED DDI OOS | 1,960,230 | | 1,960,230 | |
| Foster Care | 1,086,121 | 108,524 | 1,194,645 | |
| Other Total | 6,751,595 | 821,736 | 7,573,331 | |
| Enhancements, Maintenance & Operations | | | | |
| KMED Enhancement | 19,258,301 | 1,785,099 | 21,043,400 | |
| KMED M&O | 37,667,919 | 4,250,888 | 41,918,807 | |
| Total Enhancements, Maintenance & Operations | 56,926,220 | 6,035,987 | 62,962,207 | |
| Grand Total | 219,410,069 | 10,707,690 | 230,117,759 | |

KEES Metrics

- Self Service Portal (SSP) allowed 59,723 people to apply for Medicaid and SCHIP benefits online through Dec. 15, 2016, representing 36 percent of the total applications received
- Expected to receive approximately 65,695 online applications in 2017
- 8,170 medical applications in KEES have been automatically registered through the KEES “No Touch” process as of Dec. 15, 2016
- Eight entities use Presumptive Eligibility Portal with a total of 39 determinant locations

KEES Metrics

- Received 12,892 applications from the FFM during the 2016 open enrollment period
- On average, 49% of reviews automatically processed by KEES each month, requiring no intervention by KEES staff
- Using known data and interfaces to determine automatically what type of review to send to consumer

Active Backlog

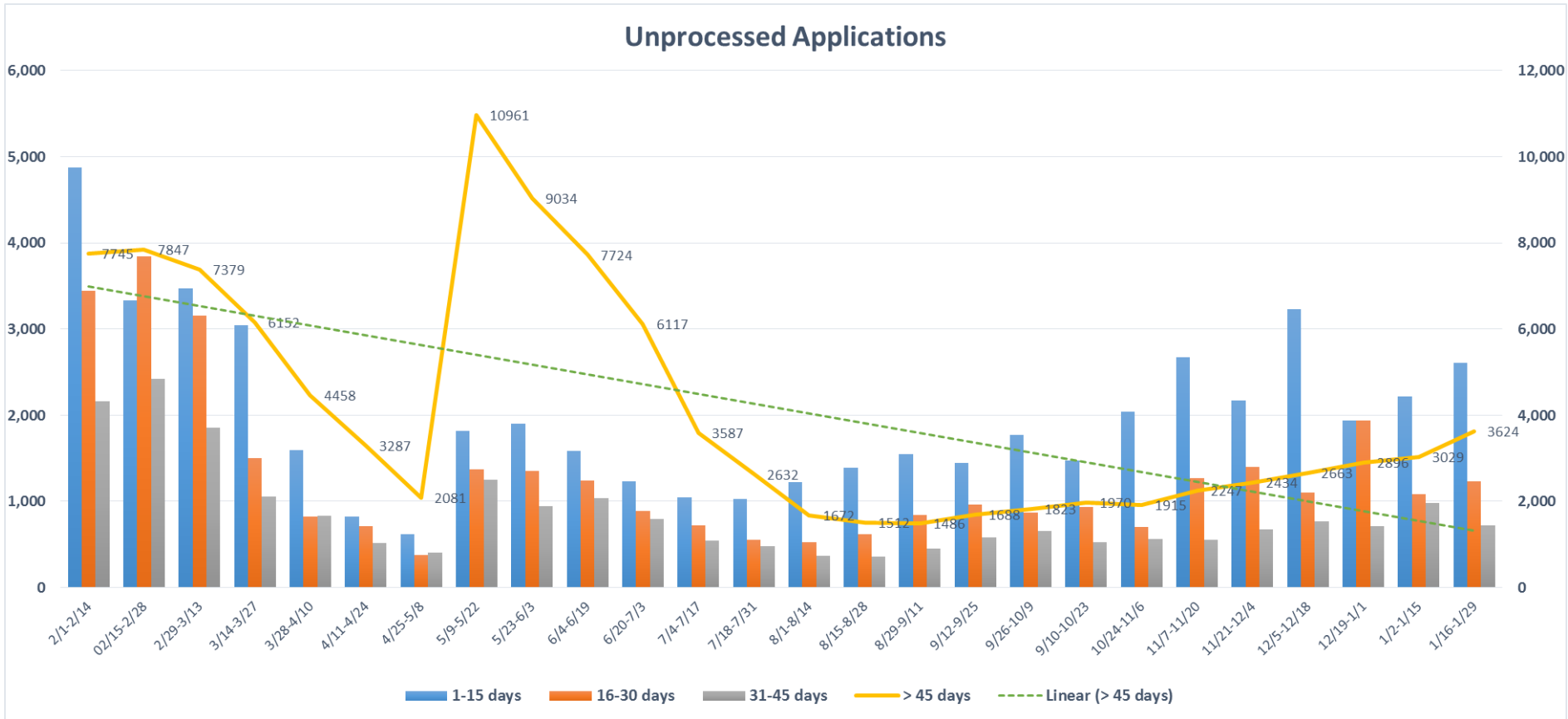
- Active backlog is approximately 1,680 as of last CMS report

| Total number of other applications and redeterminations | |
|---|-----------|
| | > 45 days |
| Unprocessed Applications - Total | 3,624 |
| - Unprocessed Applications - Pended | 1201 |
| - Unprocessed Applications - IROD < 45 | 743 |
| = Unprocessed Applications - Approx | 1,680 |

Active Backlog Factors

- The report appears to show 3,624 applications are backlogged
- 1,201 of these are pended and awaiting additional information from applicant
- Approximately 743 are designated “Information Received on Denial” (IROD)
 - If an individual applies and is denied, and then reapplies, the system reports the original application date, not the date of the new application
- Remainder of about 1,700 represents Active backlog

Backlog Trend



Backlog Reduction

- Trend has been consistent since March after some of the fixes were put into place.
- The increase in May was due to a reporting issue which was identified and rectified.
- Current reporting reflects all 45+ day and over applications which include:
 - Pended Supplemental Security Income (SSI)
 - Information Received on Denial (IROD)
 - Pended waiting for additional information from applicant
 - Active Backlog over 45+ days

LTC Backlog Reduction

5 Point Plan

- 90% advance payment for any Long Term Care (LTC) application over 45 days
- Expedited the creation of a checklist/manual for LTC facility staff
- Created a webinar for LTC staff working on eligibility
- Assess the current system and determine a “one touch” approach for LTC eligibility
- Establish a hotline for LTC facilities and staff

Thank you

Questions?